

EXHIBIT 4

**AMERITECH'S UPDATED ISSUES LOG FROM THE JULY 20, 2000 CLEC
USER FORUM, DATED AUGUST 11, 2000**

“Updated Issues Log from July 20, CLEC User Forum (Meeting) - Illinois, Indiana, Michigan, Ohio, Wisconsin”

Date: August 11, 2000

Number: **CLECAM00-083**

Contact: Account Manager

This Accessible Letter distributes the revised Issues Log, documenting the updated statuses provided at the CLEC User Forum meeting held on July 20, 2000 at the Holiday Inn, Mart Plaza in Chicago, IL.

Our next meeting will be on August 17th in Chicago. Logistics are as follows:

Date: Thursday, August 17, 2000
Time: 9:00 AM to 12:00 PM CDT
Location: Holiday Inn (Mart Plaza)
350 N. Orleans, Sauganash Room
Chicago, Illinois
Conference Bridge: 800-406-7410
Passcode: 441833#
Reservation No.: 5599

Attachment

AMERITECH CLEC User Forum
Issues/ Action Log
Updated as of July 21, 2000

Submitted issues have been assigned identification codes that provide the current status of the issue. The log is broken out by these specific codes. To more easily locate each item, the item number, a description and the page on which the issue is located, is provided below.

Issue Legend:

"A" Accepted Issue
"H" Issues on Hold
"M" Issues Being Monitored
"N" Issue Not Accepted
"R" Resolved Issue

Section One – Accepted Issues:

Page 1	CUF 00-001A	Change Management process for manual ordering of M&P
Page 2	CUF 00-002A	Frame Due Time field
Page 3	CUF 00-003A	Hot Cut
	CUF 00-0011A	Process when Ameritech says it has completed a cut but has not done so, the customer to be put out of service
Page 5	CUF 00-004A	Orders not being cut on the due date and no subsequent commitment
Page 6	CUF 00-005A	Orders being held until the day of the cut
Page 7	CUF 00-006A	Phone calls to LOC
Page 9	CUF 00-007A	Phones not answered at Service Center/LOC
Page 10	CUF 00-008A	Winbacks are not coordinated so our orders to give back a customer are rejected
Page 11	CUF 00-009A	AIT refuses to work with us when they accidentally take a customer out of service
Page 12	CUF 00-010A	Migrate from another CLEC switch to Ameritech resale
Page 13	CUF 00-013A	Cooperative Testing On All Repair & Maintenance Issues

Section Three –Issues Not Accepted

Page 14	CUF 00-012N	UBL Orders with DIDs
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Legend:

"A" Accepted "H" Hold "M" Monitor "N" Not Accepted "R" Resolved

AMERITECH CLEC User Forum
Accepted Issues/ Action Log
Updated as of July 21, 2000

Issue/ Action #	Priority	CLEC Sponsor & Contact Information	Ameritech Sponsor	Issue Name	Issue / Action Report Date	Received/ Opened Date	Target Due Date	Ameritech Account Manager	Ameritech Service Manager
CUF 00- 001A		AT&T Becky Vander Pol 312 230-2718 vanderpol@att.com	Kathy King 925 901-7039	Change Management process for manual ordering of M&P		06/01/00		Corky Chaves	
CLEC Verbatim Description of Issue/Action: AT&T would like a Change Management process developed by the User Forum participants, to govern changes made to manual order processes as well as method and procedure changes within SBC/Ameritech, which affect CLEC's.									
CLEC Comments/Action Taken/Status/Resolution: 6/1 - This issue has been raised at the 13-state CMP drafting team meetings. In the scope statement of the 13-state OSS CM document, it states that changes to manual ordering and M&P's will be handled by the CLEC User Forum.									
6/15 CLEC User Forum: It was decided that an advance notification process needs to be put in place, for any process changes. There is a need for governing rules on any changes and a mechanism for training the CLECs and those that work with them. A sub committee was put in place to discuss and develop this process. This sub committee members are: <ul style="list-style-type: none"> • Patti Coughlan - AT&T • Mary Cegelski - CoreComm • Karen Coleman - WCOM 									
7/20 CLEC User Forum: Sandy Joblinske of McLeod was added to the subcommittee. Per the team, a draft document was presented at their last meeting. They should have a final to present at the next CLEC User Forum meeting.									

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CUF 00- 002A		AT&T Becky Vander Pol 312 230-2718 vanderpol@att.com	Donna Navickas Joe Kieren 925 867-9975 Ron Cate	Frame Due Time field		06/01/00		Corky Chaves	
CLEC Verbatim Description of Issue/Action: AT&T requests that AIT support Frame Due Time functionality. AT&T would like to populate the FDT field and receive a confirmed time in this field on the FOC. Currently, a CLEC may populate the FDT field, however the field is not used by AIT.									
CLEC Comments/Action Taken/Status/Resolution: 6/1 – This topic has been raised at the OSS Collaboratives.									
6/15 CLEC User Forum: The discussion presented the issue that the FDT field might not be the correct solution for what is requested by the CLECs. Donna Navickas and Joe Kieran will begin working this issue and present their findings at the next CLEC User Forum meeting									
7/20 CLEC User Forum: Ron Cate stated that this issue is being worked in adjunct to Hot Cuts. A meeting will be held on August 18 with another scheduled for August 25. There is additional development needed and there are system requirements that are not currently defined. Implementation will be 45 days after the completed development, approximately November.									

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CUF 00- 003A CUF 00- 011A		AT&T Becky Vander Pol 312 230-2718 vanderpol@att.com	Donna Navickas Dan Gonzales	CUF 00-003A Hot Cut CUF 00-011A Process when Ameritech says it has completed a cut but has not done so, the customer is put out of service.		06/01/00		Corky Chaves	

CLEC Verbatim Description of Issue/Action:

CUF 00-003A - AT&T would like an expedited method of bringing customers back in service in the event that a customer should lose service prior to or immediately following a scheduled cutover. In the hours following a LNP cutover to the CLEC, that CLEC must open a ticket in the standard procedure for opening a ticket for any customer whom is out of service. AT&T feels that bringing a customer back in service on the day of a cutover warrants expedited procedure. In addition, should any part of the customers' service (i.e., dial tone, individual features) be disconnected prior to the scheduled cut, these customers deserve an expedited restoral process. (I understand a new call in numbers has been set up by AIT for loop orders for day of cut problems, though it's not clear where this number "goes" and how the restoral process differs from the norm.)

CUF 00-011A - Ameritech field forces consistently inform the NECC/LOC that they have completed an order when in fact the jumper work has not been done. The NECC then informs the RCN cut desk that the line is ready to be ported. Upon doing so the customer goes out of service. AIT now considers this to be a completed order and tells RCN to issue a Trouble Ticket using EBTA. RCN is then sent to another part of the AIT organization that has an additional 24 hours to address a problem they created. RCN would rather that this be treated as a missed commitment and action taken by the Service Center to correct the problem immediately. This is not a trouble ticket situation; it is a still uncompleted service order.

CLEC Comments/Action Taken/Status/Resolution:

CUF 00-003A - 6/1 – This topic has been raised at the OSS Collaboratives.

CUF 00-011A - 6/7 – Raised the issue with local service manager.

6/15 CLEC User Forum:

The Hot Cut Team is working with the OSS Collaborative. This issue will also include throwback within 24 hours. Coordinated cuts are due in July. Auto cuts should also be covered; Donna will discuss auto cuts with Kathy King.

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7/20 CLEC User Forum: The Flow Documents have been updated and an Accessible Letter was sent on 7/27. The CLECs should review this document. Monitoring will take place for 45 days beginning on September 1. At the end of that timeframe the process will be implemented. This item will be changed to monitoring, after the next CLEC User Forum Meeting in August.									

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AMERITECH CLEC User Forum
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CUF 00- 004A		RCN Kurt Soldenwagner 312 955-4870 ksoldenwagner@21st century.com	Ron Cate Joe Kieren 925 867-9975	Orders not being cut on the due date and no subsequent commitment		06/06/00 Re- Opened 7/20/00		Sharmain Summerville	
CLEC Verbatim Description of Issue/Action: Ameritech misses cuts on the due dates and does not inform RCN of a subsequent commitment date.									
CLEC Comments/Action Taken/Status/Resolution: 6/6 – Raised the issue on weekly conference calls.									
6/15 CLEC User Forum: Per Ron Cate, the LOC should be informing the CLECs of new dates for the cut. SBC will re-enforce this process with LOC. No supp will be required and training will be conducted. CLECs will monitor that this has process is put in place.									
7/20 CLEC User Forum: Kurt Soldenwagner stated that this process is not working. This Issue was reopened. Joe Kieren will provide an update at the next CLEC User Forum Meeting in August.									

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CUF 00- 005A		RCN Kurt Soldenwagner 312 955-4870 ksoldenwagner@21st century.com	Kathy King 925 901-7039	Orders being held until the day of the cut/No FOC.		06/06/00		Sharmain Summerville	
CLEC Verbatim Description of Issue/Action: AIT/SBC fails to return a FOC (855) for orders submitted then cuts over orders on the requested due date without advance warning to us.									
CLEC Comments/Action Taken/Status/Resolution: 6/6 – Raised the issue at weekly conference calls. We're told that the orders are getting held up in the system for facilities.									
6/15 CLEC User Forum: Kathy King will identify the correct LSC person for this issue. The CLECs will provide examples. It was noted that maybe a sub-committee should be formed.									
7/20 CLEC User Forum: This issue is on hold until the next CLEC User Forum Meeting. If information becomes available before the meeting, it will be distributed. This issue will be an agenda item at the August meeting.									

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CUF 00- 006A		RCN Kurt Soldenwagner 312 955-4870 ksoldenwagner@21st century.com	Joe Kieren 925 867-9975	Phone calls to LOC		06/06/00		Sharmain Summerville	
CLEC Verbatim Description of Issue/Action: The LOC will only allow us to get status on one service order per phone call. This is very inefficient. We'd like to be able to call and get status on several orders at once.									
CLEC Comments/Action Taken/Status/Resolution: 6/6 – Appealed to assigned escalation manager, Diana Luenenburg.									
6/15 CLEC User Forum: Per the CLECs, the number of status requests per call is up to 3. This does not handle the number of requests that are required by the CLEC's. Dmark and completions notices are not being given to the LOCs. Per SBC: <ul style="list-style-type: none"> OSS Electronic Accessibility exists, down the road. Joe Kieren will contact Kurt Soldenwagner, and Angie Blansett who will be part of that committee. 									

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<p>7/20 CLEC User Forum: LOC will accept 3 Provisioning Issues or 1 Trouble Maintenance issue per call.</p> <p>SBC explained that LOC does not have access to PON, the PON is available at LSC. SBC is looking at a pro-active process of having the CLEC being contacted when an order is completed and posted. The proposal is as follows:</p> <ul style="list-style-type: none"> • Part A Fielded: will receive a call from a tech • Part B Non Fielded: It's understood that the CLECs need this information and SBC will look into a temporary solution <p>Per Joe Kieren, the automated pending orders status will be in place by 3/24/01. Joe Kieren will send a notice to the line to inform them of these updated parameters. SBC will monitor the requests for 3 issues and see if the queue times improve and possibly move the 3 request limit, to a higher number.</p>									

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CUF 00- 007A		RCN Kurt Soldenwagner 312 955-4870 ksoldenwagner@21st century.com	Ron Cate Joe Kieren 925 867-9975	Phones not answered at Service Center/LOC Provisioning		06/06/00		Sharmain Summerville	
CLEC Verbatim Description of Issue/Action: Service Center taking too long to answer phone. Also unable to reach LOC personnel during evening hours									
CLEC Comments/Action Taken/Status/Resolution: 6/6 – Raised the issue with local service manager. In many cases our calls go over half an hour without being answered. Although this is a workload issue with specific groups, we feel it's affecting the entire CLEC community and would like to see an action plan to resolve by SBC.									
6/15 CLEC User Forum: CLEC suggestions: <ul style="list-style-type: none"> • Extend hours to 10:00PM LSC • Use eMails rather than sending faxes LSC 									
7/20 CLEC User Forum: This issue is related to 006A, the resolution proposal for that item should also resolve this issue.									

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CUF 00- 008A		RCN Kurt Soldenwagner 312 955-4870 ksoldenwagner@21st century.com	Roland Thornton NaOra Horton 214 858-2562	Winbacks are not coordinated so our orders to give back a customer are rejected.		06/06/00		Sharmain Summerville	
CLEC Verbatim Description of Issue/Action: Winbacks are not coordinated so our orders to give back a customer are getting rejected.									
CLEC Comments/Action Taken/Status/Resolution: 6/6 – Raised the issue on weekly conference calls. Service center manager was trying to get a process worked out with the Winback group to coordinate orders.									
6/15 CLEC User Forum: The Odyssey Center sends the CLEC a disconnect order, which the CLEC forwards to wholesale, these are being rejected due to the Odyssey Center forwarding incomplete or inaccurate data. The CLECs are then responsible for following up and receiving corrected information. Odyssey should be providing complete and accurate information to the CLEC, or the CLEC should be taken out of the process. Kathy King will follow-up with Roland Thornton on an update and response.									
7/20 CLEC User Forum: NaOra Horton spoke with Roland Thornton regarding an update for this issue. He has been provided a team of 3 people to develop a process for Winbacks. There will be an update from the team at the CLEC User Forum meeting in August.									

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CUF 00- 009A		RCN Kurt Soldenwagner 312 955-4870 ksoldenwagner@21st century.com	Joe Kieren 925 867-9975 Ron Cate	AIT refuses to work with us when they accidentally take a customer out of service (i.e., before the FOC date, so it's still their customer) to restore service.		06/06/00		Sharmain Summerville	
CLEC Verbatim Description of Issue/Action: AIT refuses to work with us when they accidentally take a customer out of service (i.e., before the FOC date, so it's still their customer) to restore service. They will not take a trouble case from us on the customer's behalf.									
CLEC Comments/Action Taken/Status/Resolution: 6/6 – None									
6/15 CLEC User Forum: There are questions as to how often this occurs and how to track this issue. Action Item: Ron Cate will investigate this issue and update the Forum at the next meeting									
7/20 CLEC User Forum: Per the CLECs if a customer is taken out due to an AIT error it is the responsibility of the AIT LOC to work with the customer. There is a proposed agreement that the LOC will not reject the call, but will accept it as a Trouble Call and then inform the CLEC's. Definitions for this new process need to be put in place. Joe Kieren will follow up on Performance Measurements, regarding how often this issue occurs, and tracking. The CLECs believe that diagnostic measures are needed									

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CUF 00- 0010A		CoreComm Mary Cegleski 440 720-2610 mary.cegelski@corec omm.com	Dan Martin 312 424-2062	Migrate from another CLEC switch to Ameritech resale		06/07/00		Mike O'Sullivan	
CLEC Verbatim Description of Issue/Action: When an end-user wants to leave a facility based CLEC and have service provided by a resale CLEC, Ameritech Resale unit does not have a process to port out the end-users numbers from the CLEC switch.									
CLEC Comments/Action Taken/Status/Resolution: 6/7 – Raised on bi-weekly conference calls – remains an open issue									
6/15 CLEC User Forum: SBC will discuss this issue with the SMEs and provide an update at the next Forum meeting.									
7/15 CLEC User Forum: Dan Martin is the owner of this issue. Per Dan there is a gap in the OMP process. Dan works with the OMP Ops Team and will put together a sub team to develop an automated process, which will be 13 statewide. There is currently no plan in place, so he will come back with an interim plan. This will require input from various groups.									

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CUF 00- 013A		Northpoint Communications Kimberly Freeman 510 985-6843 kfreeman@northpoint com.com	Joe Kieren 925 867-9975	Cooperative Testing On All Repair & Maintenance Issues.		06/08/00		Sharon Bryant	
CLEC Verbatim Description of Issue/Action: When a defective circuit is delivered to the CLECs, it is the CLECs responsibility to open a trouble ticket to have it repaired. Ameritech should not provide services to a CLEC if there is not guarantee the loop will work once it has been installed. If a defective loop has a trouble ticket opened, then before the ticket is closed to NTF(No Trouble Found), then Ameritech should be required to Cooperative Test on these issues.									
CLEC Comments/Action Taken/Status/Resolution: A copy of the Best Practices Measurements has been given to our Account Manager..									
7/20 CLEC User Forum: Per Joe Kieren, SBC will provide the CLECs with the ability to request repair and maintenance testing on a service order, in the October timeframe. An Accessible Letter will be sent. Acceptance testing has just been implemented in the field and there is a period of time needed for everyone to adjust to the new process.									

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AMERITECH CLEC User Forum
Issues Not Accepted
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Issue/ Action #	Priority	CLEC Sponsor & Contact Information	Ameritech Sponsor	Issue Name	Issue / Action Report Date	Received/ Opened Date	Target Due Date	Ameritech Account Manager	Ameritech Service Manager
CUF 00- 012N		WorldCom Karen Colman 312 470-42243 Karen.A.Coleman@w com.com		UBL Orders with DIDs	Referred to CMP CCR AM 00-005	06/07/00		Michael Murray	
CLEC Verbatim Description of Issue/Action: The current EDI function between WorldCom and Ameritech does not allow for proper listing of DID lines on the LSR. This means that when this type of order is placed it will revert to a manual process of faxing. The actual ordering procedure is half EDI and half manual (faxing). WorldCom would like to make the process entirely automated									
CLEC Comments/Action Taken/Status/Resolution: WorldCom has held conference calls with our account team to discuss the ordering procedure. We have an interim process in place today. Per our last conference call in May Ameritech was to provide an example/copy of the way the LSR should be submitted. Although our volume has been minimal we foresee more orders.									
6/23 Executive Steering Committee: Decided this was an OSS CMP issue. SBC will work with WorldCom to submit a CCR to CMP. Cross reference to CCR tracking number CCR AM 00-005.									

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